

DUTY STATEMENT
DEPARTMENT OF STATE HOSPITALS-ATASCADERO
RECOVERY & MALL SERVICES (RMS)

JOB CLASSIFICATION: Office Technician
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1. MAJOR TASKS, DUTIES, AND RESPONSIBILITIES

Perform a variety of more difficult secretarial duties for the RMS Program Management staff and other RMS staff, with a minimum of supervision; exercise a high degree of initiative, originality, and independence in performing assigned tasks; independently originate correspondence involving the knowledge and application of RMS Program and hospital policies and procedures; use good judgment and communicate effectively.

40% CLERICAL

Use clerical and computer skills to prepare and maintain document files, spreadsheets and data base systems utilized within Recovery Mall Services. Perform data entry; generate rosters; develop and maintain tracking logs; maintain hospital and program departmental rosters; track employee training; create, submit and track maintenance requests / work orders; prepare monthly sign in sheets; assist with 634 process; Account Manager duties as assigned; attend program meetings; assist staff with printer, copier and fax problems; and complete special projects as assigned.

35% RECEPTIONIST

Act as a receptionist to Recovery Mall Services. Receive, screen and route incoming phone calls; take messages; provide information to hospital wide staff; maintain knowledge of program and hospital wide treatment activities; and disseminate information to staff as requested.

25% TYPING

Utilize **computer skills to compose and type correspondence** for various RMS staff; **prepare and/or complete various documents; and data entry.** This includes but is not limited to Supplemental and Treatment Rosters, memos requested by management, and taking, transcribing and distributing meeting minutes.

2. SUPERVISION RECEIVED

Recovery Mall Services Program Director and / or Program Assistant

3. SUPERVISION EXERCISED

N/A

4. KNOWLEDGE AND ABILITIES

KNOWLEDGE OF:

Modern office methods, supplies and equipment; business English and correspondence; Principles of effective training.

ABILITY TO: Perform difficult clerical work, including ability to spell correctly; use good English; make arithmetical computations; operate various office machines; follow oral and written directions; evaluate situations accurately and take effective action; read and write English at a level required for successful job performance; make clear and comprehensive reports and keep difficult records; meet and deal tactfully with the public; apply specific laws, rules and office policies and procedures; prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar and spelling; communicate effectively; provide functional guidance.

5. REQUIRED COMPETENCIES

INFECTION CONTROL

Applies knowledge of correct methods for controlling the spread of pathogens appropriate to job class and assignment.

SAFETY

Actively supports a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safety or security hazards.

RELATIONSHIP SECURITY

Demonstrate professional interactions with patients and maintains the therapeutic boundaries.

CULTURAL AWARENESS

Demonstrates awareness to multicultural issues in the workplace which enable the employee to work effectively.

PRIVACY AND SECURITY OF PROTECTED HEALTH INFORMATION

Maintains and safeguards the privacy and security of patients' protected health information (PHI) and other individually identifiable health information (IIHI) whether it is in paper, electronic, or verbal form in compliance with HIPAA and all other applicable privacy laws.

SITE SPECIFIC COMPETENCIES

Working knowledge of the RMS Program and the various specialties. Demonstrates professional interaction with patients and maintains therapeutic boundaries.

TECHNICAL PROFICIENCY (SITE SPECIFIC)

Ability to communicate effectively, have an operating knowledge of the office equipment, effectively transcribe and compile documents, minutes and correspondence as required.

6. LICENSE OR CERTIFICATION

7. TRAINING - Training Category = 06

The employee is required to keep current with the completion of all required training.

8. WORKING CONDITIONS

The employee is required to work any shift and schedule in a variety of settings throughout the hospital and may be required to work overtime and float to other locations as determined by the operational needs of the hospital. All employees are required to have an annual health review and repeat health reviews whenever necessary to ascertain that they are free from symptoms indicating the presence of infection and are able to safely perform their essential job functions.

Employee Signature

Print Name

Date

Supervisor Signature

Print Name

Date

Reviewing Supervisor Signature

Print Name

Date